Issue: Our customers want to communicate sensitive information with FSA via email.

Issue	Threat/ Vulnerability	Impact/ Likelihood	Possible Solutions	Pros	Cons
Protecting sensitive data in transit	Unprotected, plain text email could be intercepted during transit	High/Low	Explore several options to send encrypted email - PGP/PKI - COTS App	- If data is intercepted, it is difficult for the threat to view the sensitive data - Satisfy customer's security and privacy concerns - May satisfy Privacy Act concerns regarding unauthorized disclosure	- No enterprise-wide secure email solution is available in FSA. To be cost effective, FSA would need to develop an enterprise- wide approach. - Moderate development and maintenance costs. - May require users to download application
			Receive consent from the customer prior to emailing sensitive information	- Potentially satisfy legal liability concerns - Eliminate need for technical solution to a policy question - Inexpensive undertaking	- Security concerns may discourage customers from using email as the communication medium, resulting in increased costs for FSA. - Need OGC support
Verifying the identity of the customer	Email addresses are easy to obtain and somewhat easy to impersonate. Email addresses do not provide reasonable authentication	High/Medium	Use a personal URL to direct a customer to an FSA hosted website where the customer uses shared secrets to authenticate themself.	- Would use already accepted method of authentication within FSA - Avoids sending Privacy Act information via email altogether	- Moderate development costs - Increased burden on customer
			Upon receipt of email containing sensitive information, require a "Call Back" to verify identify by requesting shared secrets	- Applies a layer of assurance that the person FSA communicates with is who they say they are. - Provides a check against threats attempting to obtain unauthorized information. - Keeps multiple users on one computer from having access to each other's private info.	- Customers who contact FSA via email may not have access to a telephone or may not want to communicate via telephone. - Increase length of time necessary to resolve issues/requests